

ANGELICA
GOODWILL INDUSTRIES
OF THE VALLEYS



 **ROANOKE, VA**
GoodCare

Being born without the ability to hear can make someone feel limited in their career.

Angelica found this to be especially true in the field of healthcare. After many years working a retail job, she was ready for a change. Angelica applied to many local healthcare facilities looking for tuition help with certified nurse's aide (CNA) training, but was denied time after time. Angelica mentioned to one of her coworkers that she was looking to get into the healthcare field. That is when she learned about [GoodCare](#), her local HPOG program facilitated by Goodwill Industries of the Valleys.

In Spring of 2018, Angelica sat down with GoodCare staff for an eligibility interview. She expressed concern her deafness would prevent her from ever being successful in the medical field. With support from staff, she decided to take her chances.

Angelica hit the ground running. She excelled from day one with GoodCare's assistance. During CNA training, the program provided tuition, food support, gas cards, and career coaching. This allowed her to limit her hours working so she could focus on her education. She got even more help during her clinical rotations. GoodCare provided a set of scrubs, but more importantly, an amplified stethoscope. This helped her take accurate readings of patients' blood pressure. The day she received her stethoscope, Angelica went home and cried. She was able to hear her husband's heartbeat for the first time in her life.

She earned a platinum level National Career Readiness Certificate and excelled in a mock interview, catching the eye of a Human Resources Manager from a local assisted living facility. Angelica felt more confident than ever about entering the healthcare field. When she completed her CNA training, she encountered another hurdle. She struggled to get the board of nursing and testing company to make accommodations for use of her amplified stethoscope. Her persistence paid off. She sat for the certified nurse's aide exam and passed with flying colors on the first try.

Two weeks after obtaining her Virginia CNA license, Angelica reached out to the Human Resources Manager from her mock interview. They hired her without hesitation. She now works as a full-time CNA at the local assisted living facility making \$16.00 per hour. Angelica and her husband have big plans now that she's found a job. They want to buy a home and Angelica hopes to continue her education with a bachelor's degree in nursing.

When asked about how her life has changed, Angelica stated, "Because of being deaf, I thought I'd never get into the medical field. But, GoodCare helped me make it through that huge hurdle."

This success story was self-identified by the grantee and information contained in this document was provided by the grantee.